

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

I hereby certify that this transmittal of the below described document is being deposited with the United States Postal Service in an envelope bearing First Class Postage and addressed to the Commissioner for Patents, Alexandria, VA 22313-1450 on the below date of deposit.

Date of Deposit:	04/25/05	Name of Person Making the Deposit:	Shannon Carmo	Signature of the Person Making the Deposit:	<i>Shannon Carmo</i>
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In re Application of: **BUONANNO, et al**

Serial No.: **09/766,175**

Examiner: **BORISSOV, Igor N**

Filed: **01/18/2001**

Art Unit: **3629**

Confirmation No.: **9529**

Title: **PROACTIVE CALL AND CONTACT CENTER SYSTEM**

**Mail Stop Amendment
Commissioner for Patents
Alexandria, VA 22313-1450**

AMENDMENT TRANSMITTAL

1. Transmitted herewith is an amendment for this application

☒ Transmitted herewith is a response to an office action for the above identified patent application.
(19 sheets)

Transmitted herewith are _____ Sheet of Proposed Drawing Amendments

Transmitted herewith is _____ sheet of drawings.

Other: _____

2. Applicant is other than a small entity

Extension of Term

3. The proceedings herein are for a patent application and the provisions of 37 C.F.R. 1.136 apply.

(a) ☐ Applicant petitions for an extension of time under 37 C.F.R. 1.136
(fees: 37 C.F.R. 1.17(a)-(d) for the total number of months checked below:)

<u>Extension</u>	<u>Fee</u>
<input type="checkbox"/> one month	\$110.00
<input type="checkbox"/> two months	\$400.00
<input type="checkbox"/> three months	\$920.00
<input type="checkbox"/> four months	\$1,960.00

Fee \$ _____

If an additional extension of time is required, please consider this a petition therefor.

(b) ☒ Applicant believes that no extension of term is required. However, this conditional petition is being made to provide for the possibility that applicant has inadvertently overlooked the need for a petition for extension of time.

Fee Calculation

4. The fee for claims (37 C.F.R. 1.16(b)-(d)) has been calculated as shown below:

(for other than a small entity)					
Fee Items	Claims Remaining After Amendment	Highest Number of Claims Previously Paid For	Present Extra Claims	Fee Rate	Total
Total Claims	20	- 26 =	0	x \$18.00	\$0.00
Independent Claims	4	- 7 =	0	x \$86.00	\$0.00
Multiple Dependent Claim Fee (one or more, first added by this amendment)				\$260.00	
Total Fees					\$00.00

PAYMENT OF FEES

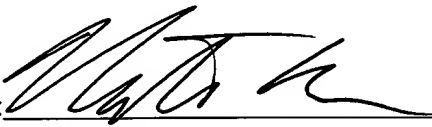
5. The full fee due in connection with this communication is provided as follows:
- [x]** The Commissioner is hereby authorized to charge any additional fees associated with this communication or credit any overpayment to Deposit Account No.: 23-0085.
A duplicate copy of this authorization is enclosed.

Please direct all correspondence concerning the above-identified application to the following address:

WAGNER, MURABITO & HAO LLP
Two North Market Street, Third Floor
San Jose, California 95113
(408) 938-9060
Customer Number 000045593

Respectfully submitted,

Date: April 25, 2005

By: 
Matthew J. Blecher
Reg. No. 46,558



USCO-38240

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

BUONANNO, et al.

Serial Number: 09/766,175

Filing Date: January 18, 2001

For: PROACTIVE CALL AND CONTACT
CENTER SYSTEM

Examiner: Borissov,
Igor N.

Art Unit: 3629

Hon. Assistant Commissioner for Patents
Alexandria, VA 22313-1450

AMENDMENT AND RESPONSE

Dear Sir:

In response to the Office Action mailed on January 26, 2005, Applicants respectfully request further examination and reconsideration of the above captioned patent application in view of the arguments and amendments set forth below.

Serial No.: 09/766,175

Examiner: Borissov, I.
Art Unit: 3629